



# OFFICE OF THE ASSESSOR COUNTY OF LOS ANGELES

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**RICK AUERBACH**  
ASSESSOR

March 14, 2008

The Honorable Board of Supervisors  
County of Los Angeles  
Kenneth Hahn Hall of Administration  
500 West Temple Street  
Los Angeles, California 90012

Dear Supervisors:

**REQUEST TO AMEND EXISTING INFORMATION TECHNOLOGY SUPPORT  
SERVICES MASTER AGREEMENT (ITSSMA) WORK ORDER N06-0148 FOR THE  
DEVELOPMENT OF THE ASSESSOR'S STORAGE AUXILIARY NETWORK (SAN)  
EXPANSION**

This is to advise you of our intent to request the Internal Services Department (ISD) to extend the term of ITSSMA Work Order N06-0148 with Exclusive Network Enterprise from April 30, 2008 to April 30, 2009, and increase the maximum Work Order amount by \$200,000, from \$300,000 to \$500,000. In accordance with ITSSMA Guidelines, prior Board notice is required for projects that will exceed \$300,000.

**BACKGROUND**

The Work Order, executed on August 17, 2005 was bid and awarded to provide the design and implementation of a Business Continuity Plan and a disaster recovery plan for the Assessor's Storage Auxiliary Network (SAN). The SAN is critical to the department's mission and daily operations. There are eight Microsoft Windows networks with over 60 servers and 1500 workstations on six locations. The plan will prepare and implement the expansion of SAN, which will increase the availability of these networks tremendously and insure recovery in an event of a disaster. These networks are heavily used and depended on by our employees to perform their jobs. The SAN will be used by Assessor staff to enhance processing, increase productivity and to assist department employees in preparing appraisal and providing quality service to the public.

The SAN Expansion has three phases:

- Phase I - The acquisition of hardware and software (completed).
- Phase II - The implementation of data replication from the remote data storage at the district office to the Hall of Administration (in process, to be completed by the end of this extension).
- Phase III - The installation of all hardware and software required for establishing redundant Storage Auxiliary Network at a remote site for disaster recovery (to be completed by the end of this extension).

The Assessor's development of the SAN Expansion is in line with the County's strategic goals and the department goals to maximize productivity through infrastructure development.

## **SCOPE OF WORK**

With the extension of this Work Order, the consultant will:

- continue to be assigned to the development of the Storage Auxiliary Network Expansion;
- continue working on Phase II which is the development and implementation of data replication;
- begin and complete work on Phase III to establish a redundant SAN at a remote site for disaster recovery; and
- complete System/User documentation and transfer of knowledge to the Assessor Information Technology Division staff.

The knowledge transfer is essential in order to provide the necessary technical support to maintain the infrastructure.

## **JUSTIFICATION**

The consultant has extensive knowledge of the SAN and is a highly experienced and qualified system developer. The Work Order extension is necessary to ensure completion of the department's SAN Expansion and to achieve the department's strategic goal of providing service excellence.

The Assessor's staff capacity originally intended to work on this project have been depleted due to promotions and reassignments. The completion of the SAN Expansion is a critical component of the department's already-acquired hardware and software investment.

## **FISCAL IMPACT**

The amendment will extend the Work Order for twelve months to April 30, 2009 and increase the maximum amount by \$200,000. This amount will be sufficient to complete the phases II and III. The consultant's hourly rate will remain the same. Funding for this Work Order is included in the Assessor's Services and Supplies funding for fiscal year 2007-2008 and has been requested in the fiscal year 2008-2009 budget.

## **CLOSING**

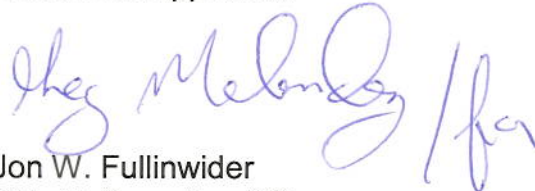
Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to amend this Work Order. If no comment is received within two weeks, we will request that ISD proceed with the amendment to the current Work Order. If there are any questions regarding this Work Order amendment request, please have your staff contact Rick Mele, Director of Reengineering and Technology at (213) 974-9215.

Respectfully submitted,



Rick Auerbach  
Assessor

Noted and Approved:



Jon W. Fullinwider  
Chief Information Officer

c: Director, Internal Services Department